

Susan Norman

Workbook

# WE'RE IN BUSINESS

English for commercial practice and international trade



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and international trade

## **Workbook**

Susan Norman

**Longman Group UK Limited**  
*Longman House, Burnt Mill, Harlow,  
Essex CM20 2JE, England  
and Associated Companies throughout the world.*

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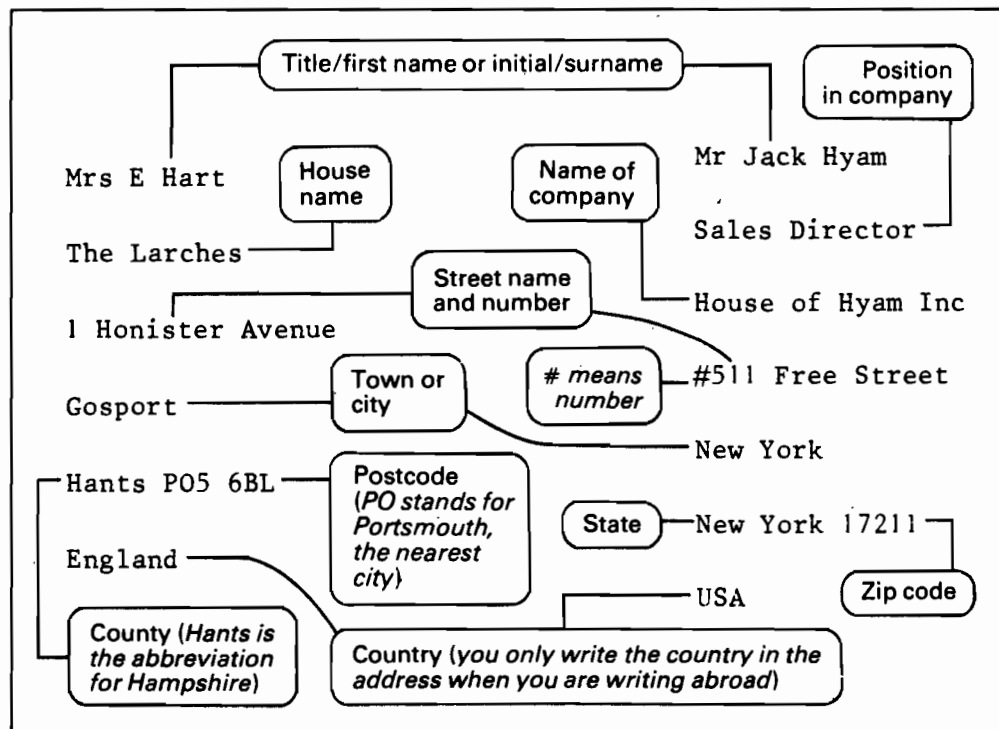
**This one's for Richard with my love**

# Unit One

## Introducing Transworld

### Exercise 1a Addresses

Look at the parts of addresses in the UK and the US. Addresses are all different, but most will look something like these:



These four addresses are mixed up. Write them out correctly.

- 1 Mr - Millco Ltd - Halifax  
Faram - The Mills - C - England  
HX5 7PT - River Street

..... Mr. C. Faram .....  
.....  
.....  
.....  
.....

- 2 Ms - 6355 - Vice President - USA  
Virginia 22031 - Beacon Street  
A Egler - Computercor Inc  
Fairfax

.....  
.....  
.....  
.....  
.....  
.....

# Unit 1

- 3 Manchester - 74 - Transworld Freight  
Senior Accounts - Elizabeth - plc  
M15 7BJ - Dockside - Clerk - Ms  
Shepherd
- 4 Dumititz - Pittsburg - 22 - G -  
Sampson Silks - Mr - 15217 - Street  
Pennsylvania - Main

### Exercise 1b A letter of application

**Write these parts of the letter in the correct places in this letter.**

10 March 1983                      position                      to hearing from you

**Tracy Davis (Miss)**

Person Friday Dear Sir or Madam

**Personnel Manager**  
**Whitehouse & Co Ltd**  
**69 Puritan Street**  
**London WC2B 3XP**

Yours faithfully

62 Longford Lane  
London EC4 7EL

Tracy Davis

I enclose an application form for the .....  
of ..... As you can see, I do not have any  
experience, but my examination results were good and  
I am very interested in fashion.

I am available for an interview at your convenience.

I look forward .....

**Exercise 1c Comprehension**

Choose the correct answer to each of these questions about the letter of application in Exercise 1b.

- Is the Personnel Manager a man or a woman?  
(a) man (b) woman (c) we do not know
- What is Whitehouse & Co Ltd, do you think?  
(a) a school (b) a dress company (c) a job agency
- When can Tracy go for an interview?  
(a) at any time (b) only in school hours (c) only out of school hours
- At the moment, do you think Tracy  
(a) is still at school? (b) has left school? (c) is in another job?
- Is Tracy Davis married?  
(a) yes (b) no (c) we do not know

Answer

**Exercise 1d An application form**

This is part of the application form Tracy Davis sent with her letter. Fill in the details you know about Tracy.

**Whitehouse & Co Ltd, 69 Puritan Street, London WC2B 3XP**

PLEASE COMPLETE IN BLOCK CAPITALS

APPLICATION FOR THE POSITION OF .....

Surname ..... First name(s) .....

Marital status ..... Telephone .....

Address .....

References:

Signature ..... Date .....

**Exercise 1e Connections**

Can you see any connections between these words? Put the words into pairs which have some connection.

- (a) seafreight (b) job (c) Dear Sir  
(d) junior (e) clerk (f) airfreight  
(g) airport (h) sheet of typing (i) position  
(j) senior (k) Yours faithfully (l) manager  
(m) docks (n) photocopy

a seafreight	f airfreight
b job	

# Unit Two

## Buying and Selling

### Exercise 2a A cheque

Fill in this cheque. It is the cheque Anne Bell made out to Household Designs & Co Ltd on 23 March 1983 for the cutlery and crockery she bought for the office. The total cost was £44.70 pence. Anne made the cheque non-negotiable.

<b>BONDS BANK</b> plc		<b>Date</b> _____ <b>19</b>		<b>80-32-301</b>
CITY BRANCH				
12 Paragon Road Manchester M5 32L				
<b>Pay</b>			<b>or order</b>	
				£
				<b>A Bell</b>
<b>Cheque no</b>	<b>Branch no</b>	<b>Account no</b>		
886270	80"32301	20693056		

### Exercise 2b Prepositions

Complete these sentences with the following prepositions.

by - for - in - of - out - to

- 1 Nick paid ..... the stereo equipment ..... cash.
- 2 I'd like to pay ..... cheque.
- 3 How much did the bill come .....?
- 4 What was the unit price ..... the speakers?
- 5 Who made ..... the cheque?

### Exercise 2c Word order

The words in these sentences are in the wrong order. Rewrite the sentences correctly.

- 1 one like I those would of

I would like .....

- 2 expensive that too is much

.....

3 show you me blue please one the could ?

.....

4 one cost big the much does how ?

.....

5 ten discount give I you can a per cent

.....

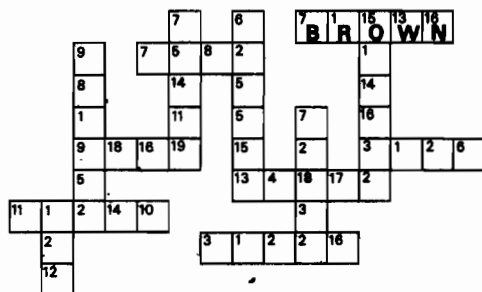
6 calculator very it a is expensive

.....

### Exercise 2d Colours

Thirteen colours are hidden in this puzzle in which each number always stands for the same letter. Write the colours in alphabetical order and write the translation in your own language.

Colours in alphabetical order	Translation
BEIGE	
BROWN	



### Exercise 2e Punctuation in money

Can you punctuate these sums of money in two different ways?

- |                |                         |                       |
|----------------|-------------------------|-----------------------|
| 1 £576899      | (a) ...£576.899.....    | (b) ...£5,768.99..... |
| 2 \$2222222    | (a) ...\$2,222.222..... | (b) .....             |
| 3 £10101010101 | (a) .....               | (b) .....             |
| 4 \$1765       | (a) .....               | (b) .....             |
| 5 £543219876   | (a) .....               | (b) .....             |
| 6 \$1000000    | (a) .....               | (b) .....             |



# Unit Three

## Transportation

### Exercise 3a *Reported speech*

Rewrite these sentences using the past tense.

- 1 I think Beeton is on the coast.

*I thought Beeton was on the coast.*

- 2 She says she is sending the consignment by air.

*She said she*

- 3 He knows that the consignment weighs 500 kilos.

- 4 She says it is more expensive by sea.

- 5 They say fifteen men take four days to load a ship.

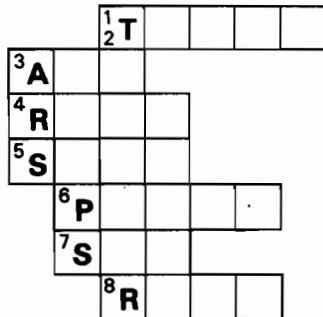
- 6 We think there will be more unemployment.

### Exercise 3b *Means of transport*

The eight words in this puzzle can all complete the sentence:

*We are sending the goods by .....*

What are the words?



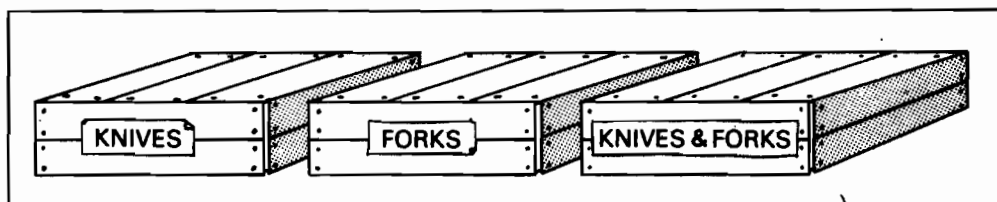
**Exercise 3c Spelling**

Decide which of these words are spelt incorrectly and correct them.

	<i>Correct</i>	<i>Incorrect</i>	<i>Correction</i>
1 DEPARTURE	✓		
2 MESUREMENTS		✓	MEASUREMENTS
3 DESTINATION			
4 FRIEGHT			
5 CONSIGNMENT			
6 VOLUME			
7 MASHINARY			
8 CONTAINER			
9 DISCOUNT			
10 DIMENTIONS			

**Exercise 3d A puzzle**

There are three cases of cutlery. One contains knives, one contains forks and one contains a mixture of knives and forks.



Unfortunately, none of the labels is on the correct box.

Without looking, you must take one piece of cutlery from one of the boxes. When you see what that piece of cutlery is, you must put the correct label on each box.

Which box will you take a piece of cutlery from? How will you know which label goes on which box?

# Unit Four

## Insurance

### Exercise 4a *Petty cash*

Put these receipts and vouchers in date order and fill in the petty cash book with the amounts and the missing dates and voucher numbers. Then fill in the analysis column, eg stamps = *postage*, petty cash book = *sundries* etc.

SUPERSTAR  
SUPERMARKET

TTL1.82x  
RCVD2.18  
CHG3.00  
96

IV:VIII:83

W.H. Stationers

TTL34x  
RCVD34  
CHG00

I:VII:83

FOR *Transworld Freight plc*

DATE *28-7 1983*

QTY	VALUE	TOTAL
25	18p	4.50

SUPERSTAR  
SUPERMARKET

TTL1.10x  
RCVD1.10  
CHG1.50  
40

IX:VIII:83

W.H. Stationers

TTL44x  
RCVD44  
CHG50  
06

5:VII:83

PETTY CASH VOUCHER No: 99

Date: *1 August 1983*

Details:	Amount	
	£	p
<i>Taxi</i>	3	60
<i>Tip</i>		40
TOTAL	4	00

Signature: *A. Bell*  
Passed by: *G. Davis*

TYPO  
STATIONERY

TTL2.55  
RCVD2.55  
CHG3.05  
50

VIII:8:83

PETERSONS

TTL22  
RCVD22  
CHG44  
50  
06

III:VIII:83

PETERSONS

TTL22  
RCVD22  
CHG00

V:VIII:83

PETERSONS

TTL51  
RCVD51  
CHG1.00  
49

XXIX:VII:83

CASH RECEIVED Dr			CASH PAID			ANALYSIS				
Date	Ledger No.	Amount	Date	Details	Voucher No.	TOTAL	Postage	Travel	Stationery	Sundries
1983										
28 July	C/D	5.37								
"	CB	14.63								
			28 July	stamps	96					
			29	biscuits	97					51
			1 Aug	petty cash book	98					
				taxi						
			3	milk	100					
				coffee + sugar	1					
			5	drawing pins	2					
			5	milk						
				sellotape					2.55	
				tea bags	5					
					TOTAL	16.30	4.50	4.00	3.33	4.45
						28				

### Exercise 4b Number crossword

The answers to this crossword are all numbers in the petty cash book in Exercise 4a.

#### Clues

##### Across

- b The amount of money put into the petty cash on 28 July  
 e The price of the drawing pins  
 g How much did the sellotape cost?  
 i The voucher number for 3 August

##### Down

- a The voucher number for the postage  
 c The total spent on sundries  
 d The price of the new petty cash book  
 f How much did Anne pay the taxi driver?  
 g The date Anne bought the biscuits  
 h The cost of the biscuits

		a		
b	c		d	
			e	f
g		h		
		i		

### Exercise 4c Contractions

Fill in the full form of the contractions on the right in these sentences:

- 1 I have..... filled in the proposal form. (I've)  
 2 ..... already sent the premium. (She's)  
 3 ..... going to claim compensation. (He's)

## Unit 4

- 4 ..... send you a telex this afternoon. (I'll)
- 5 ..... be grateful if you could send it today. (I'd)
- 6 He..... ask about the premium. (didn't)
- 7 ..... not working for an insurance company any more. (I'm)
- 8 She ..... want to take out insurance cover. (doesn't)

### Exercise 4d A business letter

Fill in these pronouns in the letter. Some of the pronouns are used more than once.

I - it - me - our - you - your - yours - we

#### SAFE INSURANCE PLC

26 CHEAPSIDE  
HALIFAX HX2 5PJ

Mr N Storke  
Export Manager  
GIM Engineering Ltd  
10 Oak Way  
Halifax HX6 3LP

18 August 1983

.... ref: 67/3279CB  
.... ref: NS/jl

Dear Mr Storke

Thank ..... for ..... letter of 16 August.

..... am pleased to inform you that ..... will insure .....  
consignment to Paris. .... would be grateful if .....  
could fill in the enclosed form and return ..... to .....  
as soon as possible so that ..... can calculate the  
premium.

..... look forward to hearing from ..... in the near  
future.

..... sincerely



Geoffrey Cook (Mr)  
Premiums Manager

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# Unit Five

## Sales Documentation

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### Exercise 5a Say and tell

Fill in the correct form of the verbs *say* or *tell* in these sentences.

- 1 What did you ~~say~~.....?
- 2 She ..... she would send the statement.
- 3 Did you .....him the invoice number?
- 4 What has he ..... the insurance company?
- 5 She is going to ..... him tomorrow.
- 6 He always ..... the same thing.
- 7 She always ..... the same story.
- 8 The manager ..... him now.
- 9 Anne .....Liz about the cheque yesterday.

### Exercise 5b Spelling

Fill in the missing letters. They are all pronounced /i:/ as in *see*.

- |             |                |                    |
|-------------|----------------|--------------------|
| 1 sp...k    | 8 employ...    | Possible spellings |
| 2 rec...pt  | 9 pl...se      | e                  |
| 3 pr...mium | 10 mar...ne    | ee                 |
| 4 m...t     | 11 p...ce      | ea                 |
| 5 rec...ved | 12 proc...dure | ie                 |
| 6 k...lo    | 13 pl...se     | ei                 |
| 7 f...ld    |                | i                  |

Exercise 5c    *A pro-forma invoice*

Anne received a pro-forma invoice for a book she ordered by post. This is the letter she sent with her payment. Can you spot the mistake in the letter?

69 Maple Road  
Manchester M3 2BY

Mail Order Book Co Ltd  
169 Front Street  
Liverpool L18 8FY

18 August 1983

Dear Sirs

I enclose a cheque for £4.75 in payment of your pro-forma invoice no 0037821 for the book 'Personal Finance'.

I am very much enjoying the book.

Yours faithfully

*A. Bell*

Anne Bell (Miss)

Mistake: .....

Complete the missing details on the pro-forma invoice and the cheque.

**MAIL ORDER BOOK CO LTD**  
CUSTOMER'S NAME \_\_\_\_\_  
AND ADDRESS: \_\_\_\_\_

PRO-FORMA INVOICE  
NO: \_\_\_\_\_  
DATE: \_\_\_\_\_

Qty	Description	Unit price	Amount /
		<b>£ 3-95</b>	
	<i>postage &amp; packing</i>		<b>80p</b>

Please make your cheque for the total amount payable to MOBC Ltd.

TOTAL

**BONDS BANK** plc  
CITY BRANCH  
12 Paragon Road Manchester M5 32L

Date \_\_\_\_\_ 19\_\_

80-32-301

Pay			or order
			£
			A Bell

Cheque no    Branch no    Account no

886275    80-32301    20683056

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# Test A

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Choose the correct words to complete these sentences.

- 1 He ..... a sandwich at the moment.  
a) ate b) eats c) is eating d) had eaten
- 2 He used ..... for BOS Ltd.  
a) to work b) to working c) work d) worked
- 3 I look forward ..... from you.  
a) to hear b) to hearing c) hear d) hearing
- 4 He did not buy ..... furniture.  
a) some b) many c) a d) any
- 5 ..... is an airport near Beeton.  
a) There b) It c) He d) Where
- 6 He ..... the order before he sent the goods.  
a) receives b) had received c) has received d) is received
- 7 Could you ..... this letter please?  
a) to type b) to typing c) type d) typing
- 8 She said ..... were there.  
a) I b) she c) he d) they
- 9 It is ..... by air.  
a) quicker b) more quicker c) more quickly d) quickly
- 10 I ..... do it immediately.  
a) had b) used c) will d) am
- 11 I ..... it immediately.  
a) do b) did c) done d) doing
- 12 ..... did he go?  
a) What b) Who c) Which d) Where
- 13 ..... to send goods by sea?  
a) Do they use b) Did they use c) Use they d) Will they used
- 14 Did he look ..... the word?  
a) in b) up c) off d) to
- 15 Please put ..... your claim.  
a) at b) to c) with d) in



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# Word List A

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These are the commercial words in the first five units of the Students' Book. The number in brackets after each word is the unit in which the word first appears.

a/c (2)	consignment note (5)
account-holder (2)	container (3)
accounts department (1)	containerisation (3)
advertisement (1)	conventional cargo (3)
air consignment note (5)	correspondence (1)
airfreight (1)	cost (2)
airport (1)	cover (4)
air waybill (5)	customer (1)
application form (1)	customs clerk (1)
assistant (2)	customs official (1)
assistant manager (1)	damage (4)
bank (2)	deduct (4)
bank account (2)	deliver (2)
bankers card (2)	departure (3)
bill (1)	description (5)
Bill of Lading (5)	destination (3)
branch (2)	dimensions (3)
broker (4)	discount (2)
broker's slip (4)	docks (1)
buy (2)	documentation (1)
buyer (2)	drawer (2)
calculate (4)	effect (4)
calendar month (5)	employ (4)
caller (5)	employee (1)
cargo (3)	endorse (2)
case (3)	equipment (2)
cash (2)	experience (1)
change (2)	export (1)
charge by volume (3)	export manager (1)
charge by weight (3)	filing (1)
cheque (2)	freight (3)
cheque card (2)	freight forwarder (1)
claim (4)	freight rate (3)
clerk (1)	guarantee card (2)
Co (5)	import (1)
combined transport document (5)	Inc (incorporated) (2)
compensation (4)	insurance (4)
complete (4)	insurance certificate (4)
consignment (3)	insurance company (4)

insurance market (4)	quantity (5)
insure (4)	rate (3)
internal line (5)	receipt (2)
invoice (5)	report (1)
IOU (4)	salary (1)
job (1)	seafreight (1)
junior accounts clerk (1)	secretary (1)
line (5)	seller (2)
Lloyd's (4)	senior accounts clerk (1)
load (3)	shorthand (1)
Ltd (2)	signature (2)
marine (4)	small print (4)
means of transport (3)	spend (2)
measurement (3)	st (5)
memo (1)	statement (5)
memorandum (1)	stationery (2)
negotiable (2)	submit (4)
no (5)	supplier (2)
office (2)	switchboard (1)
order (2)	tel (5)
out-of-work (3)	terms (2)
pack (3)	ticket (5)
pay (2)	trade (4)
payee (2)	trailer (3)
per cent (5)	transaction (2)
person Friday (1)	transport (3)
photocopy (1)	transportation (1)
plc (5)	type (1)
port (3)	underwriter (4)
position (1)	unemployment (3)
post-date (2)	unit price (2)
post dated cheque (2)	unload (3)
premium (4)	vessel (4)
price (2)	volume (3)
pro-forma invoice (5)	wages (3)
property (4)	working conditions (1)
proposal form (4)	Yours faithfully (1)
purchase (2)	Yours sincerely (1)
qty (5)	Yours truly (1)

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# Unit Six

## Distribution

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### Exercise 6a *Passive and active sentences*

Who did the action in each of these sentences?

Action done by:

- |  |                           |
|--|---------------------------|
| 1 Sandra gave the message to Kevin.      | ..... Sandra .....        |
| 2 The message was given to Kevin.        | ..... We don't know ..... |
| 3 The messages were taken by Sandra.     | .....                     |
| 4 Kevin arranged the transportation.     | .....                     |
| 5 Liz rang Anne.                         | .....                     |
| 6 Mr Storke sold the goods to Mr Dawson. | .....                     |
| 7 The goods were sent to Mr Donaldson.   | .....                     |
| 8 The goods were bought by Mr Milgrom.   | .....                     |

### Exercise 6b *Times*

What are these times on the twenty-four hour clock?

- |  |                  |
|--|------------------|
| 1 Quarter to five in the morning       | ..... 0445 ..... |
| 2 Seventeen minutes past nine at night | .....            |
| 3 Ten am                               | .....            |
| 4 Six thirty pm                        | .....            |
| 5 Eleven o'clock at night              | .....            |
| 6 Twenty to seven in the morning       | .....            |
| 7 Five past four in the afternoon      | .....            |
| 8 One minute past midnight             | .....            |

### Exercise 6c *Telex abbreviations*

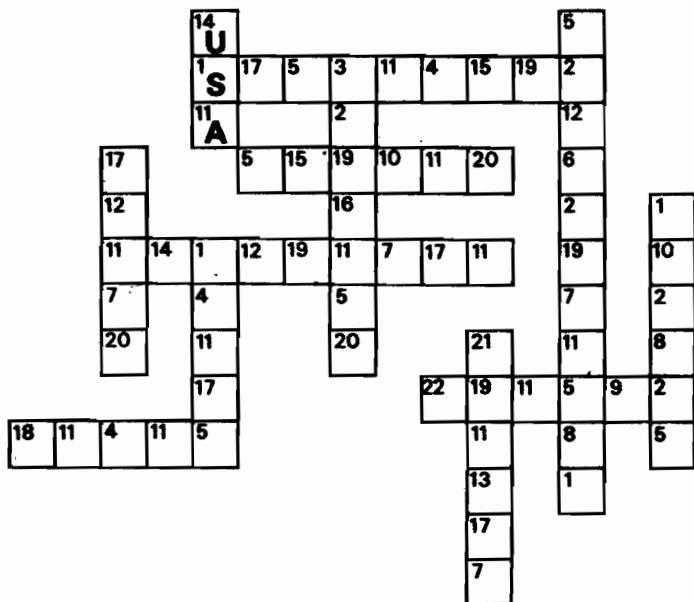
What abbreviations and symbols do you use in a telex for these words and messages?

- |  |               |
|--|---------------|
| 1 This message does not need an answer | ..... + ..... |
|--|---------------|

- 2 please send an answer .....
- 3 please .....
- 4 attention .....
- 5 Wednesday .....
- 6 Thursday .....

### Exercise 6d Countries

Transworld has branches in all the countries in this puzzle. Each number always stands for the same letter, eg P = 4. Write the countries in alphabetical order. (Which country is not mentioned in the Students' Book?)



.....

.....

.....

.....

.....

.....

# Unit Seven

## Foreign Exchange

### Exercise 7a Opposites

Write in the prefix which makes the opposite of these words. Check your answers in a dictionary.

un - dis - in - ir - im

- |                            |                  |                   |
|----------------------------|------------------|-------------------|
| 1 <del>in</del> visible    | 7 ...regular     | 13 ...usual       |
| 2 <del>un</del> favourable | 8 ...comfortable | 14 ...polite      |
| 3 ...honest                | 9 ...load        | 15 ...helpful     |
| 4 ...possible              | 10 ...advantage  | 16 ...experienced |
| 5 ...fortunate             | 11 ...grateful   | 17 ...friendly    |
| 6 ...employed              | 12 ...expensive  | 18 ...frequent    |

### Exercise 7b Time expressions

Decide which word goes where in these sentences. Which sentence does not need a preposition?

ago - at - by - for - in - on - since

- 1 The building will be finished 1990.
- 2 They sold me the goods two years.
- 3 They have been selling computers two years.
- 4 They have owned their property 1980.
- 5 They bought the office 1971.
- 6 The meeting is Monday.
- 7 We will deliver the goods next week.
- 8 He arrived ten o'clock exactly.

### Exercise 7c Perfect tenses

All the actions in these sentences started in the past and are still continuing. Rewrite the sentences in the correct tenses.

- 1 He/wait/since two o'clock.

.....  
*He's been waiting since two o'clock.*

- 2 They/handle/containers for ten years.

.....

- 3 How long/you/know/about that?

.....

- 4 Prices/rise/steadily since 1978.

.....

5 I/stay/in a hotel until now.

.....

6 I/work/for Transworld for three years.

.....

7 She/type/all morning.

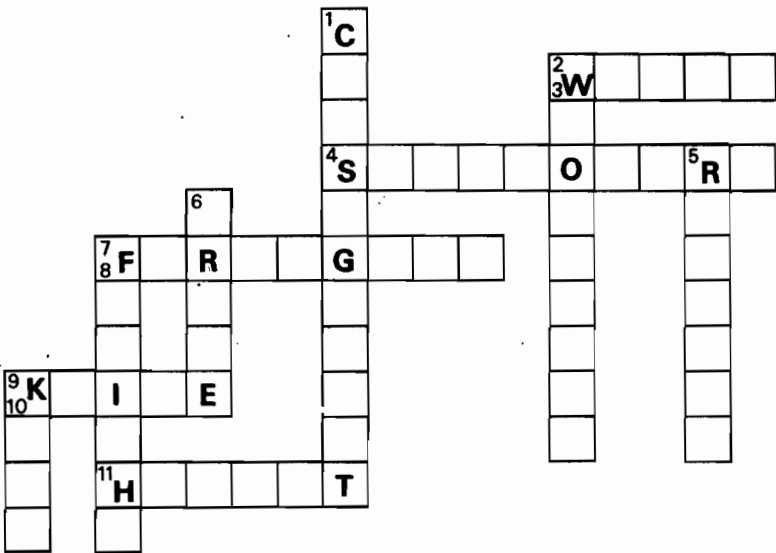
.....

8 Transworld/own/that office for a long time.

.....

### Exercise 7d Silent letters

Use the clues to fill in this word puzzle. All the words contain a letter which is not pronounced. Which is the silent letter in each word?



### Clues

- Transworld sent a ..... of goods by train.
- She gave him the invoice, ..... is a request for payment.
- They bought the goods ..... and sold them retail.
- Pencils, paper and envelopes are all items of .....
- Could you give me a ..... as proof of payment please?
- When did you ..... this letter?
- A ..... is a person who comes from a country abroad.
- How much were the ..... charges for that consignment?
- A ..... is an item of cutlery.
- Do you ..... where the airport is?
- He will not steal anything if he is .....

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# Unit Eight

## Borrowing Money

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### Exercise 8a A loan

Write short answers to these questions.

- 1 Anne borrowed £100 from Tom. How much was the debt? .....£100.....
- 2 Who had a debt? .....
- 3 Who lent the money? .....
- 4 Who was the creditor? .....
- 5 Who was the debtor? .....
- 6 Anne repaid the total amount of £110 after six months.  
What was the rate of interest? .....
- 7 How much capital did Anne repay? .....
- 8 How much was the loan? .....

### Exercise 8b Comparisons

Complete these comparisons using the adjective in brackets.

- 1 A computer is *more expensive than* ..... a pencil (expensive)
- 2 An envelope is *not as heavy as* ..... a typewriter. (heavy)
- 3 A car is ..... a bicycle. (fast)
- 4 A paper clip is ..... a desk (cheap)
- 5 Seafreight is ..... airfreight. (slow)
- 6 A telex is ..... a letter. (quick)
- 7 A train is ..... a trailer. (big)
- 8 A cheque book is ..... a credit card. (small)

## Exercise 8c Vocabulary puzzle

Use the clues to help you find the words hidden horizontally and vertically in this puzzle. All the words are in the bank statement in the Students' Book.

O	D	P	B	R	A	N	C	H	I
V	A	A	C	C	O	U	N	T	N
E	T	Y	N	O	T	E	S	A	T
R	E	M	I	T	T	A	N	C	E
D	R	E	C	E	I	P	T	D	R
R	B	N	B	A	L	A	N	C	E
A	E	T	D	E	T	A	I	L	S
W	L	F	O	R	W	A	R	D	T
N	S	T	A	T	E	M	E	N	T

## Clues

- One office of a bank is a *branch* .....
- Something which is received is a .....
- Money you pay to someone is a .....
- When an account is in the red it is .....
- The two letters which show that an account is in the red are .....
- 28 April 1983 is a .....
- The money an account-holder pays to the bank for borrowing money is called .....
- The form a bank sends regularly to account-holders giving details of the account is called a .....
- Another word for payment is .....
- You keep money in a bank in an .....
- The information the account-holder writes on the statement is headed 'customer's' .....
- The two words that refer to the money left in the account at the end of the last statement are .....
- The section where the bank explains what money is paid in and taken out is headed .....

## Exercise 8d Calculations

Complete these calculations.

- |   |                                    |   |                    |
|---|------------------------------------|---|--------------------|
| a | 7 ... plus ... 3 ... equals ... 10 | e | 9 ..... 9 ..... 18 |
| b | 8 ..... 5 ..... 3                  | f | 18 ..... 9 ..... 2 |
| c | 4 ..... 6 ..... 24                 | g | 18 ..... 9 ..... 9 |
| d | 20 ..... 4 ..... 5                 | h | 2 ..... 2 ..... 4  |



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# Unit Nine

## Computerised Accounts

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### Exercise 9a To

Decide which of these sentences needs *to* and where it should go.

- 1 I regret/inform you. ...*to*.....
- 2 Can I help you? (*We don't need 'to'.*)...
- 3 I want buy some crockery. ....
- 4 The people who arrange insurance are called brokers. ....
- 5 There used be an airport at Dutton. ....
- 6 I look forward hearing from you. ....
- 7 Anne gave Liz the invoice. ....
- 8 The bill came £50. ....
- 9 Could you send a price list? ....
- 10 We will send it immediately. ....

### Exercise 9b Vocabulary groups

Arrange these words into six groups of three according to the field of business they come from.

Bill of Lading	telex	invoice	claim	air waybill	cargo
dimensions	order	policy	weight	statement	memo
consignment note	freight	volume	letter	consignment	premium

.....

.....

.....

## Exercise 9c Sales documentation

What do you think these sales documents are called? Write the correct name at the top of each document.

**Heard's Stores** No 0001  
10 Front Street  
Manchester M16 3XB

Date: 10 May 1983  
Customer: Miss A Bell

Received with thanks  
the sum of £ 15

for accounting books.

*Michael Heard*

**Heard's Stores** No 0002  
10 Front Street  
Manchester M16 3XB

Date: 10 May 1983  
To: Ms A Bell, 69 Maple Road, Manchester

Qty	Description	Amount
3	books	£ 12
	Total	£ 12

Account to be settled within 30 days

**Heard's Stores** No 0003  
10 Front Street  
Manchester M16 3XB

Date: 17 May 1983  
To: Ms A Bell, 69 Maple Road, Manchester

We have today credited the sum of £ 2  
to your account with us in respect of:

*Overpayment on invoice 9993*

**Heard's Stores** No 0004  
10 Front Street  
Manchester M16 3XB

Date: 24 May 1983  
To: Miss Anne Bell, 69 Maple Road, Manchester

Details	Date	Amount	Balance
B/f			15.00
Payment received		15.00	00.00
Invoice 0002	10 May	12.00	12.00
Credit note 0003	17 May	2.00	10.00
Amount owing			10.00

**Heard's Stores** No 0005  
10 Front Street  
Manchester M16 3XB

Date: 30 June 1983  
To: Ms A Bell, 69 Maple Road, Manchester

Description	Amount
Ref Invoice 0002	£12

This payment is now overdue. We would be grateful if you would settle this account as soon as possible.

## Exercise 9d A letter

The parts of this letter are in the wrong order. Rewrite the letter correctly.

Transworld Freight plc  
74 Dockside  
Manchester M15 7BJ

Accounts Department  
Household Designs & Co Ltd  
22 High Street  
Manchester M1 2BL

Tel: Manchester (STD 061) 8537272  
Telex: TRANSWLD 668013 G

Dear Sirs

Our ref: LS/sp

Your ref: 0455/0004 *E Shepherd*

Yours faithfully

Elizabeth Shepherd (Mrs)  
Senior accounts clerk

13 April 1983

dated 6 April is incorrect.

£66.00 and adjust our next statement accordingly.

on the price with your salesman.

I would be grateful if you could issue a credit note for

I am sorry to inform you that your invoice (ref 0455/0004)

behalf and she told me that she had agreed a 10% discount

I have spoken to the employee who bought the chairs on our

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# Unit Ten

## Types of Business

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### Exercise 10a *Odd-man-out*

In each group of five words, decide which one is the odd-man-out. As long as you have a good reason, there may be more than one odd-man-out in each group.

#### ODD-MAN-OUT

- 1 has is being am were .....
- 2 he it we our I .....
- 3 share market furniture proprietor  
business .....
- 4 buy go must know say .....
- 5 and because if but how .....
- 6 buy sell invest price lose .....
- 7 them us her him she .....
- 8 partnership company limited firm  
business .....
- 9 am had will was would .....

### Exercise 10b *Conditional sentences*

Make eight different sentences using these words. You can use each word more than once in any sentence.

you if would might buy will sold make lost much many more  
shares money not

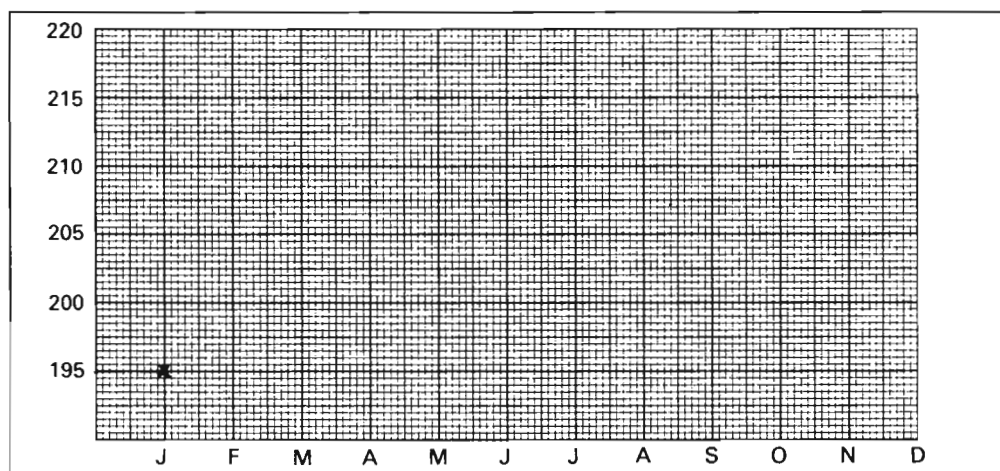
- 1 *If you sold more shares, you might make much more money.* .....
- 2 .....
- 3 .....
- 4 .....
- 5 .....

- 6 .....
- 7 .....
- 8 .....

## Exercise 10c *Graph*

Read this description of TDS plc's share prices over the year and show the information on the graph.

On the last day of January, TDS's shares were at 195. In February they rose sharply to 210 and remained stable for the next month. The following month they rose by five points and then continued to rise so that they closed in May at 219. They fell slightly by one point in the following month and then dropped sharply to 201 in July. In August and September they were stable at 198 and then rose by two points in October. In November they fell by three points and in December they fell by a further two points so their closing price at the end of the year was the same as at the beginning.



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# Test B

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Choose the correct words to complete these sentences.

- 1 The goods were ..... by sea.  
a) send b) sending c) sent d) been sent
- 2 When did you start ..... goods to Beland?  
a) sell b) selling c) to selling d) sold
- 3 When are you going ..... the invoice?  
a) pay b) paying c) to pay d) to paying
- 4 If you bought more shares, you ..... make more money.  
a) might b) can c) will d) had
- 5 We have been ..... from them for ten years.  
a) bought b) buy c) to buying d) buying
- 6 I have ..... write the report now.  
a) got b) to c) must d) done
- 7 I would be grateful ..... you could send it.  
a) if b) whether c) what d) that
- 8 She said he ..... been.  
a) have b) is c) did d) had
- 9 We have worked here ..... twenty years.  
a) since b) ago c) for d) in
- 10 She asked if we ..... send it by air.  
a) had b) were c) would d) have
- 11 The plane leaves ..... ten fifteen.  
a) at b) on c) to d) in
- 12 I'll come with you if you .....  
a) went b) go c) had gone d) had been
- 13 He must ..... it tomorrow.  
a) to write b) write c) will write d) writing
- 14 It ..... as soon as possible.  
a) will do b) is done c) will be done d) has done
- 15 What was he ..... do?  
a) going to b) must to c) being d) having

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# Word List B

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These are the commercial words which first appear in Units 6–10 of the Students' Book (the unit number is in brackets after each word).

AB (6)  
arrival (6)  
Articles of Association (10)  
AS (6)  
assets (10)  
balance (8)  
Balance of Payments (7)  
Balance of Trade (7)  
bankrupt (10)  
borrow (8)  
brochure (7)  
bulk (6)  
capital (8)  
central processing unit (9)  
company (10)  
competitive (9)  
component (6)  
computer (6)  
computer programmer (9)  
controlling interest (10)  
CPU (9)  
credit (8)  
credit card (8)  
credit note (9)  
creditor (8)  
currency (7)  
data (9)  
data processing (9)  
debit note (9)  
debt (8)  
debtor (8)  
deficit (7)  
deposit account (10)

distribution (6)  
dividend (10)  
domestic market (6)  
economy (7)  
electronic components (9)  
exchange rate (7)  
exporter (6)  
extension (9)  
face value (10)  
factory (6)  
favourable (7)  
figures (7)  
finance company (8)  
finished goods (6)  
firm (10)  
flight (6)  
forwarding agent (6)  
GIGO (9)  
GmbH (6)  
goods (6)  
graph (7)  
importer (6)  
inflation (7)  
input (9)  
interest (8)  
in the black (8)  
in the red (8)  
invest (10)  
investor (10)  
invisible import/exports (7)  
keyboard (9)  
KK (6)  
lend (8)

liability (10)	reminder (9)
limited liability (10)	repay (8)
loan (8)	retailer (6)
Ltda (6)	sales voucher (8)
majority shareholder (10)	SARL (6)
manufacturer (6)	services (7)
market value (10)	set up (10)
Memorandum of Association (10)	share (10)
micro-chip (9)	shareholder (10)
nominal value (10)	sole proprietor (10)
NV (6)	sole proprietorship (10)
output (9)	SOONEST (9)
overdraft (8)	SpA (6)
overdraw (8)	Stock Exchange (10)
owe (8)	store (6)
own (10)	subscription (8)
pa (per annum) (8)	surplus (7)
partner (10)	table (6)
partnership (10)	telex (6)
par value (10)	terminal (9)
printer (9)	top copy (8)
private limited company (10)	trade figures (6)
produce (6)	transistor (6)
profit (10)	travel and entertainment card (8)
program (9)	undercharge (9)
Pte Ltd (6)	unfavourable (7)
Pty Ltd (6)	unlimited liability (10)
public limited company (10)	value (6)
put in (10)	VDU (9)
quotation (6)	visible imports/exports (7)
quote (6)	visual display unit (9)
raw material (6)	warehouse (6)
regards (6)	wholesaler (6)



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# Unit Eleven

## Airfreight

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### Exercise 11a *Telex messages*

The words in these telex messages are mixed up. Rewrite them correctly.

1 ADVISE NO. PLS INVOICE SOONEST +?

.....  
*PLS ADVISE INVOICE NO. SOONEST+?*

2 DELAYED DAYS 76529 CONSIGNMENT FOUR REGRET +

.....  
3 TWENTY 0832 DRILLS CASES ELECTRIC REF SEND PLS +?

.....  
4 BEST TO YR PLS FOR INSURING 63759 MUNICH QUOTE TERMS  
ORDER +?

.....  
5 MANCHESTER ARRIVING FLIGHT SAT AGENT AZ642 +

.....  
6 DESPATCHED FLIGHT TODAY ARRIVING ORDER KLM741 1830 0004 +

### Exercise 11b *An air waybill*

Read this description of an airfreight consignment and complete the air waybill. Make up the marks you think were on the cases. You do not have to write in all the spaces.

GLM Engineering Ltd (10 Oak Way, Halifax HX6 3LP) sent a consignment of four cases of electric drills to Spirodupé Inc (Broadway, New York, USA). Each case was a one metre cube and weighed 100 kilos. The charge per kilo was 2½p. Jane Long handled the consignment for Transworld Freight. The flight was BA032 on 24 August 1983 from Manchester to Kennedy airport in New York. The clearance and handling charge was £3.50 and the agent's fee was £1.50. No value was declared for customs. All the costs were paid in advance.

COPY/SUBSTITUTE  
OF  
ORIGINAL AIR WAYBILL

125 - 6365 - 7636

125 - 6365 - 7636

125 - 6365 - 7636		LHR		TC		Crate		Commo		For Carrier use only		Flight/Day		Flight/Day															
Airport of Departure (Address of First Carrier) and Requested Routing										Airport of Destination				Flight/Day		Flight/Day													
1		To By First Carrier BA				To By		To By		Booked																			
2		Consignee's Account Number				Consignee's Name and Address																							
3		Shipper's Account Number				Shipper's Name and Address																							
4		Issuing Carrier's Agent, Account No.				Issuing Carrier's Agent, Name and City																							
5		Currency V				Declared Value for Carriage				Declared Value for Customs																			
6		Weight Charges and Valuation Charges				All Other Charges in Order				Accounting Information																			
7		Prepaid Weight Charge				Prepaid Valuation Charge				Due Carrier				Total other Prepaid Charges				Due Agent				Total Prepaid				For Carrier's Use Only at Destination			
8		Collect Weight Charge				Collect Valuation Charge				Due Carrier				Total other Collect Charges				Due Agent				Total Collect							
9		Handling Information																											

**British airways**

Issued by

**Air Waybill**

(Air Consignment note)

Not negotiable

The shipper certifies that the particulars on the face hereof are correct, agrees to the CONDITIONS ON REVERSE HEREOF, accepts that the carrier's liability is limited as stated in 4(c) on the reverse hereof and accepts such value unless a higher value for carriage is declared on the face hereof subject to an additional charge.

Signature of Shipper or his Agent

Carrier certifies goods described below were received for carriage subject to the CONDITIONS ON REVERSE HEREOF, the goods then being in apparent good order and condition except as noted hereon.

Executed on 24/8/1983

MANCHESTER

(Date)

(Place)

Signature of Issuing Carrier or its Agent

Copies 1, 2 and 3 of this Air Waybill are originals and have the same validity.

T334(121h)

125 - 6365 - 7636

Copied at

By

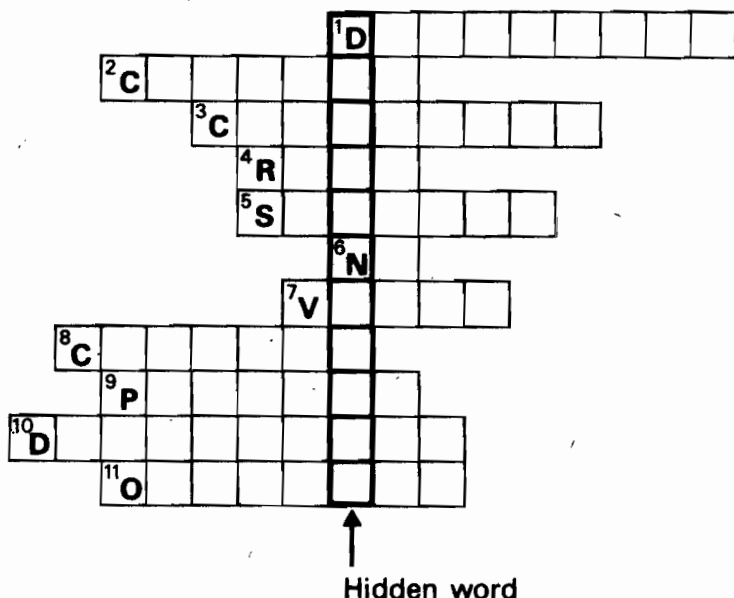
### Exercise 11c Word puzzle

Use the clues to help you fill in this puzzle and find the hidden word. All the words will be on your completed air waybill.

### Clues

- 1 The place you leave from is your place of .....
- 2 The airline company is called the .....
- 3 The buyer is called the .....
- 4 Another word for *charge* is .....
- 5 The ~~exporter~~ is called the .....
- 6/7 NVD stands for (6) ..... (7) ..... Declared
- 8 If the buyer pays the transportation costs when the goods arrive, he/she pays .....
- 9 If the transportation costs are paid before the goods are sent, the costs are .....
- 10 The size of something is its .....
- 11 The top copy is called the .....

**Hidden word:** The place something or someone is going to is the ....



# Unit Twelve

## Import Regulations

### Exercise 12a Short responses

Write a short response expressing interest in each of these statements, like this:

- |                                      |                                  |
|--------------------------------------|----------------------------------|
| 1 The photocopier's broken.          | ..... <i>Oh is it?</i> .....     |
| 2 I don't work for Transworld now.   | ..... <i>Oh don't you?</i> ..... |
| 3 He must sign the form.             | .....                            |
| 4 First the goods are loaded.        | .....                            |
| 5 We don't have to pay duty.         | .....                            |
| 6 I'll have the consignment checked. | .....                            |
| 7 She'll check the consignment.      | .....                            |
| 8 She's got the invoice.             | .....                            |
| 9 They can't find the order number.  | .....                            |
| 10 He collected the goods himself.   | .....                            |

### Exercise 12b Word stress

Divide these words into syllables and decide where the main stress is. Match the words on the left with the words on the right with the same stress pattern.

customs	CUSTOMS	TEL-EX	bonded warehouse
receipt	RE-CEIPT		telex
consular invoice			certificate
air waybill			overdraft
credit card			raw materials
import licence			documentation
consignment note			payee
manufacturer			pro-forma
Bill of Lading			order number

### Exercise 12c *A letter of authorisation*

Rewrite this letter with the correct layout and punctuation. All the words in the letter are given in the correct order.

glm engineering ltd 10 oak way halifax hx6 3lp customs  
and excise liverpool 26 august 1983 dear sirs please  
accept this letter as our official authorisation for  
transworld freight plc of 74 dockside manchester m15 7bj  
to act as agents on our behalf in the matter of customs  
clearance of our shipment on board ss canada queen which  
arrives at liverpool on 5th september yours faithfully  
nigel storke mr export manager

Exercise 12d Questions and answers

Fill in the missing question words and give short answers to these questions about the letter in Exercise 12c.

- |   |          |                           |                               |
|---|----------|---------------------------|-------------------------------|
| 1 | Who..... | is the letter to?         | ..... Customs and Excise..... |
| 2 | .....    | company wrote the letter? | .....                         |
| 3 | .....    | is Transworld's office?   | .....                         |
| 4 | .....    | is the name of the ship?  | .....                         |
| 5 | .....    | does the ship arrive?     | .....                         |
| 6 | .....    | does Mr Storke work for?  | .....                         |

Exercise 12e Word-building

How many words can you make using the letters in the word PARTNERSHIP?  
Use your dictionary.

part	.....	.....	.....	.....
trap	.....	.....	.....	.....
nest	.....	.....	.....	.....
.....	.....	.....	.....	.....
.....	.....	.....	.....	.....
.....	.....	.....	.....	.....
.....	.....	.....	.....	.....
.....	.....	.....	.....	.....
.....	.....	.....	.....	.....
.....	.....	.....	.....	.....
.....	.....	.....	.....	.....

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# Unit Thirteen

## Quotations

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### Exercise 13a *Reported questions*

What words do you think these people actually said?

- 1 He asked her for a quotation CIF.

*Could you give me a quotation CIF?*  
.....

- 2 She asked if they sent containerised goods.

*Do you send containerised goods?*  
.....

- 3 He asked Jack if he had gone to the trade fair.

.....

- 4 He asked her to take a letter.

.....

- 5 She asked what his address was.

.....

- 6 He asked if the price included insurance.

.....

- 7 She asked him to let her know as soon as possible.

.....

- 8 She asked him if he had ever exported to Austria.

.....

**Exercise 13b American and British English**

What is the English equivalent of these American words

- 1 parentheses ..... *brackets* .....
- 2 a quote .....
- 3 center .....
- 4 period .....
- 5 railroad .....
- 6 check .....
- 7 bill .....
- 8 airplane .....

**Exercise 13c An export puzzle**

Jane Long at Transworld arranged four different export consignments of different goods to different destinations. The cost of each was different and the terms were different. From the information below, can you complete the table and answer the question?

CONSIGNMENT				
DESTINATION	<i>Athens</i>			
PRICE				
TERMS		<i>FOB</i>		

- a The motorbikes cost £1,000. They were not sent ex works.
- b The consignment which cost £2,000 was sent C + F Hamburg.
- c The Greek consignee arranged and paid directly for all his own transportation and insurance costs.
- d Jane had to arrange the insurance and some of the transportation costs for the consignment of typewriters to Rome.
- e The shoes cost £2,000 more than the Portuguese consignment and £1,000 less than the typewriters.

Questions: 1) How much did the stationery cost? .....

2) Which consignment was sent to Lisbon? .....



**Exercise 13d Wordsquare**

Can you find 27 words and abbreviations used in business English hidden vertically and horizontally in this wordsquare?

C O D I S C O U N T O  
 A N P L C H A R G E R  
 S O B P I E N C W Q D  
 E R I P F Q T Y A U E  
 T E L E X U F O R O R  
 A F L I C E N C E T E  
 R C U S T O M S H A C  
 I A D U T Y L H O T E  
 F R E I G H T I U I I  
 F G O O D S D P S O P  
 C O N S I G N M E N T

**Exercise 13e Vowel sounds**

Which word in each group does not have the same vowel sound (in italics) as the other two?

- 1 trade tariff carrier ..... *trade* .....
- 2 cost import bonded .....
- 3 work quote brochure .....
- 4 freight receipt waybill .....
- 5 deficit memo reminder .....
- 6 transport board small .....
- 7 customs truly bulk .....
- 8 overdraw overdraft par .....

# Unit Fourteen

## Seafreight

### Exercise 14a Odd-man-out

Circle the odd-man-out:

consignee - shipper - shipping company - seller - importer  
supplier - buyer - customer - exporter

### Exercise 14b Telex messages

Use these words to write six telex messages:

NO. ADVISE BANK PAYMENT SOONEST SHOES YR NOT PLS SEND  
B/L MON ARRIVED 63752 DAMAGED ORDER + +?

- 1 *PLS ADVISE BANK ORDER NO 63752 NOT ARRIVED +* .....
- 2 .....
- 3 .....
- 4 .....
- 5 .....
- 6 .....

### Exercise 14c Bills of Lading

Each consignment has different problems and documentation. Which type of B/L do you think is used in these situations?

1 A stale B/L	a It is for the total journey to the importer's warehouse
2 A clean B/L	b The B/L arrives after the goods
3 A through B/L	c The B/L says that the goods are damaged or badly packed
4 A foul/dirty/claused B/L	d There are no problems with this B/L

Answers

1	2	3	4

## Unit 14

### Exercise 14d Mistakes

How many mistakes can you find in this letter? Circle the mistakes and write a note in the margin about what is wrong with each one. (There are at least 18 mistakes.)

Should not  
have writers  
name at top  
of letter

Mr J Schmidt

Schmidts Einfuhr SPA  
Hamburg  
West Germany

Mr M Heard  
Heard's Stores  
10 Front Street  
Manchester

Enc: JS/mc

15 august 1983

Dear Ms Heard

Thank you for our letter of 19 August.

We enclose three copies of the Bill of Lading for the goods you are sending us. We confirm that the terms of sale are FOB. This includes the freight and insurance costs to Hamburg.

We look forward.

Yours faithfully

J Schmidt

PP J Schmidt (Mr)  
Manager

Ref

# Unit Fifteen

## Letters of Credit

### Exercise 15a Documents

Decide which definition refers to which document.

Answer

e	1 Air waybill	a a request for goods
	2 Bill of Exchange	b a document accompanying imports, which has been certified correct by an official of the importing country's government
	3 Bill of Lading	c a request for payment
	4 Certificate of Origin	d a ticket, receipt and document of title
	5 Combined transport document	e a ticket and receipt for goods sent by air
	6 Import licence	f a ticket and receipt for goods sent by more than one means of transport
	7 Invoice	g a ticket and receipt for goods sent by land
	8 Consignment note	h a sort of post-dated cheque used to pay for goods sold abroad
	9 Consular invoice	i a promise by a bank to pay a certain amount of money for goods sold abroad
	10 Statement	j proof that goods have come from a certain country
	11 Policy	k official permission to bring goods into a country
	12 Order	l a form showing all the transactions between a company or bank and an account-holder
	13 Customs entry form	m proof that something is insured
	14 Letter of Credit	n a form describing imported goods so that duty can be calculated

## Exercise 15b Puzzle

Ayton and Easton are 200k apart. Mr X drove a consignment from Ayton to Easton at 50kph all the way. He immediately turned round and drove a different consignment back to Ayton at 40kph all the way. Mr Y started at the same time as Mr X and drove a consignment from Easton to Ayton and then a different consignment from Ayton back to Easton. He drove at 45kph all the way. Which man arrived back at his starting point first?

Answer: .....

## Exercise 15c True or false

Rearrange the words to make complete sentences and mark whether they are true or false.

- 1 Lading negotiable Bill is of a

*A Bill of Lading is negotiable* .....

**T**

- 2 cancelled irrevocable a L/C confirmed be cannot

..... ☐

- 3 insurance policy take want you if you in out a to fill

..... ☐

- 4 shares partnerships all issue

..... ☐

- 5 L/C payee beneficiary the a the is of

..... ☐

- 6 document waybill an a is negotiable air

..... ☐

- 7 sole partner proprietor a have not does a

..... ☐

- 8 consular consul a a invoice signed is by

..... ☐

**Exercise 15d Third conditional**

Read this account of a transaction and write six third conditional sentences about it.

Jane Guilding ordered a handbag from Rome. She did not say what colour she wanted, so the supplier sent a black one. Unfortunately she wanted a blue one, so she returned the black handbag with a letter. However, she did not wrap the parcel securely, so the handbag fell out. The suppliers charged Jane for the black handbag and for postage and packing. Jane bought a cheaper handbag from a local supplier.

1 *If Jane had said what colour she wanted, the supplier would not have sent a .....  
black handbag.....*

2 .....

3 .....

4 .....

5 .....

6 .....

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# Test C

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Choose the correct words to complete these sentences.

- 1 A building ..... goods are stored is a warehouse.  
a) who b) which c) what d) where
- 2 The 'no smoking' sign means you ..... smoke.  
a) must b) mustn't c) don't have to d) must have
- 3 If the terms included insurance they ..... been FOB.  
a) must b) mustn't c) can't d) can't have
- 4 If I ..... known, I wouldn't have gone.  
a) would b) have c) had d) would have
- 5 He should ..... a Bill of Lading.  
a) sent b) had sent c) have send d) have sent
- 6 He ..... the consignment to the docks.  
a) take b) is taking c) is taken d) taken
- 7 You get a discount if you ..... in cash.  
a) pay b) will pay c) would pay d) will paying
- 8 He ..... if we had been there.  
a) said b) is saying c) told d) asked
- 9 Will you ..... the photocopier mended?  
a) be b) is c) have d) has
- 10 Where is the document ..... you are sending?  
a) which b) who's c) who d) whose
- 11 He is going to the bank ..... pay in a cheque.  
a) for b) to c) for to d) (nothing)
- 12 Why didn't he .....?  
a) go b) went c) gone d) been
- 13 I'm not ..... to buy any shares.  
a) have b) must c) have got d) going
- 14 He's going to have it .....  
a) typing b) to typing c) type d) typed
- 15 The Letter of Credit ..... be irrevocable.  
a) must b) can't have c) shouldn't have d) have to

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# Word List C

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These are the commercial words which first appear in Units 11 to 15 of the Students' Book (the unit number is in brackets after each word).

accepted (14)	ex works (13)
advising bank (15)	FAS (13)
B/E (14)	FOB (13)
beneficiary (15)	FOR (13)
Bill of Exchange (14)	franco (13)
B/L (14)	free alongside ship (FAS) (13)
board (11)	free on board (FOB) (13)
boarding gate (11)	free on rail (FOR) (13)
bonded warehouse (12)	import licence (12)
C + F (13)	import regulations (12)
cancel (11)	impose (12)
carrier (11)	irrevocable (15)
certificate of origin (12)	issue (14)
CIF (13)	Jr (13)
commercial invoice (12)	L/C (15)
confirmed (15)	Letter of Credit (15)
consignee (11)	licence (12)
consul (12)	liner (14)
consular invoice (12)	nature (11)
cost and freight (C + F) (13)	negotiation (12)
cost, insurance and freight (CIF) (13)	notify party (14)
Customs and Excise (12)	OK (11)
customs entry form (12)	original (11)
D/A (14)	PLS (11)
declare (12)	ref (11)
delay (11)	reference (11)
despatch (11)	revocable (15)
Discount House (14)	RPT (14)
dispatch (11)	shipper (11)
documentary credit (15)	shipping documents (14)
document of title (14)	sterling (11)
documents against acceptance (14)	tariff (12)
documents against payment (14)	trade negotiations (12)
D/P (14)	U (11)
duty (12)	valid (15)
executive (13)	YR (11)



# WE'RE IN BUSINESS

**We're in Business** is a one-year course for business and commercial students at intermediate level. Authentic commercial information is presented and the four language skills practised in the context of an import/export agency. The commercial content is introduced step by step and recycled throughout the course. The sound structural programme and graded vocabulary development are fully integrated. The necessary language skills are developed through realistic job tasks.

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